Ministry of Public Safety and Solicitor General

2010/11
Annual Service Plan Report

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Message from the Minister and Accountability Statement

I am pleased to introduce the *2010 11 Annual Service Plan Report* for the Ministry of Public Safety and Solicitor General. This report provides an update on the Ministry's activities and accomplishments during the fiscal year that ended March 31, 2011.

Throughout 2010/11, the Ministry demonstrated strong leadership in fulfilling its diverse public safety and regulatory responsibilities.

The Ministry led the Province in developing and implementing the Domestic Violence Action Plan, resulting in a more streamlined approach to help protect people in domestic violence situations. Greater safety planning and co-ordination, training for service providers, investigations work and support for victims are hallmarks of this plan.

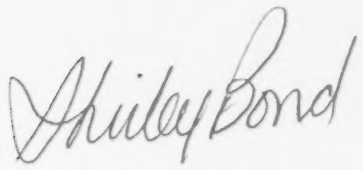
We remain resolute in our commitment to fight organized crime. We've added police positions dedicated to combating gang violence, from the street level to the heads of organized crime. We now have 398 police positions dedicated to this work. We've also brought in laws prohibiting operating an armoured vehicle without a permit, and vehicles with after-market hidden compartments, which are typically installed to hide weapons and drugs and thereby facilitate serious crimes.

We've made significant progress in keeping our roads safe. Since the Province introduced Canada's toughest provincial impaired driving penalties in September 2010, drunk-driving-related fatalities have decreased significantly in British Columbia. The Province wants to ensure British Columbia drivers make responsible choices when they have been drinking, and will continue to work with industry, police and other stakeholders to increase public education and ensure citizens understand their rights and obligations.

Through Integrated Public Safety, established by the Ministry when Vancouver won the bid for the 2010 Olympic and Paralympic Winter Games, we have created an unprecedented integration of public safety partners, including all levels of government, first responders, health organizations, transportation providers and utilities. In addition to maintaining public safety during the Games, the exceptional level of leadership and stakeholder engagement has created a legacy of heightened preparedness in these agencies. Many of the safety initiatives have been sustained and will be expanded upon, which will provide long-term benefits to all British Columbians.

These are just a few of our many accomplishments during 2010/11. Our successes attest to the dedication of staff throughout the Ministry and their commitment to enhancing the public safety and well-being of British Columbians in every community across the province.

The Ministry of Public Safety and Solicitor General *2010/11 Annual Service Plan Report* compares actual results to expected results identified in the Ministry's *2010/11 – 2012/13 Service Plan*. I am accountable for those results as reported.



Honourable Shirley Bond
Minister of Public Safety and Solicitor General

June 27, 2011

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Highlights of the Year

This section of the report provides noteworthy examples of achievements throughout the Ministry during 2010/11.

Supporting individuals and communities to prevent crime and reduce the harm caused by it

- The Province completed and implemented its Domestic Violence Action Plan, providing greater integration, co-ordination, collaboration and training among service providers to better meet the needs of families, women and children in British Columbia. The Ministry led this initiative, working closely in collaboration with our justice and child welfare partners, including the Ministry of Attorney General, the Ministry for Children and Family Development, police and others. The Domestic Violence Action Plan reflects the ultimate shared goal of saving lives by significantly improving the safety of victims, and those at risk of becoming victims, of domestic violence.

- Through the Domestic Violence Action Plan, the Province established a new Domestic Violence Unit in the Capital Regional District. While the Unit is based on the model in place in Vancouver and New Westminster, it is the first such unit in the province to unite police agencies from a number of different jurisdictions and include victim services and child welfare protection in one location. Other key deliverables of the Plan include new advanced risk assessment training for professionals involved in domestic violence response, and the updated provincial Violence Against Women in Relationships policy. The improved guidelines in the policy and new protocol for highest-risk cases reinforce the Province's commitment to a multi-agency, co-ordinated response to domestic violence.

- British Columbia became the first province in Canada to require a thorough investigation of individuals working with vulnerable adults. Amendments to the *Criminal Records Review Act* will ensure that individuals who depend on others for ongoing assistance with daily living, or who are at risk of being abused or exploited because of their age, frailty or mental or physical disability, are safe with those employed to provide their care and support. Among the specific offences included in the amendments are convictions of forgery, fraud, intimidation, counseling suicide and criminal breach of trust.

- Partnering with the federal government, the Ministry's Office to Combat Trafficking in Persons developed Canada's first comprehensive anti-human-trafficking training curriculum to enhance the skills of first responders and service providers in identifying trafficked persons and providing them with protection, support and appropriate referrals. It is expected that this training will contribute to an increase in the number of trafficked persons being identified and protected in British Columbia and across Canada. Providing guidance in the curriculum development, an 80-member Training Advisory Committee was comprised of representatives from the federal and provincial governments, RCMP, community agencies, international organizations, Aboriginal organizations and First Nations, and experts in the field of human trafficking.

- The Office to Combat Trafficking in Persons brought together experts from around the world to share information regarding effective prevention strategies in the area of human trafficking. A two-day expert and community consultation was held in March 2011, funded by Public Safety Canada and with support from the National Crime Prevention Centre. The consultation was well attended by stakeholders and partners and led to the development of an inventory of promising practices in British Columbia for the prevention of human trafficking. The inventory also informed subsequent deliberations in Montreal of national and international stakeholders.

- Abbotsford police transformed a drug dealer's forfeited Hummer into a rolling billboard to help discourage youth from gang involvement and criminal activity. Crime prevention is a key goal of the Ministry's Civil Forfeiture Office and, through a unique agreement with the Abbotsford police, the Office is providing the forfeited SUV for two years to help illustrate the risks of choosing a criminal lifestyle.

Providing integrated and effective responses to crime

- The Province committed to creating a new, independent, civilian-led office that will conduct criminal investigations into incidents that involve British Columbia police and result in death or serious harm. Bill 12 will create an Independent Investigations Office, which will fulfil a central recommendation of the Braidwood Commission and strengthen public confidence in police. The office will be the lead investigative agency in cases under its mandate, interviewing witnesses and gathering evidence. Specifically, it will: be led by a civilian who has never served as a police officer; conduct criminal investigations into police-related incidents involving death or serious harm, and will be able to undertake investigations involving other serious incidents; be able to investigate members of all British Columbia police agencies, including independent municipal departments and the RCMP; have its powers entrenched in legislation; and, report to the Ministry of Attorney General.

- To further advance the Province's efforts to combat gang and gun violence, health-care facilities are now required under the *Gunshot and Stab Would Disclosure Act* to report gunshot and stab wounds to police. Timely reporting of these injuries helps expedite responses so that police can take immediate steps to prevent further violence, injury or death. Police have noted that they now receive information faster, which advances investigations leading to arrests and charges.

- The *Armoured Vehicle and After-market Compartment Control Act* is another tool helping police to fight gangs and organized crime. The Act prohibits operating an armoured vehicle without a permit and vehicles with 'after-market' hidden compartments. Armoured passenger vehicles contribute to gang and gun violence by giving gang members a sense of safety and impunity while they commit their criminal acts. This new legislation is helping to get those vehicles off the streets.

- British Columbia now also has Canada's first legislation to restrict the sale and possession of body armour. Under the *Body Armour Control Act*, anyone who wants to possess or sell body armour must have a permit or licence, requiring a mandatory criminal record check, and police have the authority to seize body armour from individuals not authorized to possess it.

Those required to wear body armour due to the nature of their jobs are exempt from the requirement.

- Bait Trailers are the latest weapon in the highly successful Integrated Municipal Provincial Auto Crime Team arsenal, which puts thieves behind bars on a regular basis. Last year, auto theft in the province was down 22 per cent compared to 2009, and thefts from inside vehicles dropped 15 per cent compared to the year before – a 61 per cent drop since 2003. Yet despite this significant decrease, trailer theft has remained constant with about 500 trailers stolen each year in British Columbia. The new Bait Trailers range from recreational and camping trailers, to mobile cargo and utility units. The bait vehicle fleet now includes these trailers as well as cars, motorcycles, all-terrain vehicles, snowmobiles and boats.

Ensuring safe and sustainable homes, communities and roads

- British Columbia now has Canada's toughest impaired driving laws to help save lives by immediately removing drunk drivers from our roads. Changes to the *Motor Vehicle Act* mean that drivers impaired by alcohol face swift penalties that may take away their vehicle and their licence, and cost them significant administrative penalties.

- British Columbia's Intersection Safety Camera Program is an automated traffic enforcement program dedicated to improving intersection safety by identifying and penalizing aggressive drivers who run red lights. A $25 million upgrade and expansion to the program, which will see the number of intersection cameras expand from 30 to 140 province-wide, went 'live' in January 2011. It is estimated that the upgraded program will prevent approximately 700 crashes per year and increase annual traffic fine revenue by an additional $1.5 million.

- Members of the Integrated Public Safety Team won the Lower Mainland Regional Premier's Award, and the Provincial Premier's Award in the category of Cross-government Integration, for their work leading up to and during the 2010 Olympic and Paralympic Winter Games. Collaborative work, undertaken by multiple agencies sharing a common goal, ensured security and public safety throughout the Games. The formation of these close partnerships has advanced future emergency planning for British Columbia and left a valuable legacy from the Games.

- A Joint investment of nearly $17.4 million by the governments of British Columbia and Canada is providing communities with greater flood protection. Funding is targeted toward 14 flood mitigation projects, ranging from erosion protection near Prince George to river dike upgrades in Creston. The projects not only provide critical flood protection for the public, they also help protect the businesses and industries that provide jobs for British Columbians. Two-thirds of the funding for the projects is provided by the federal and provincial governments, with local governments and diking authorities covering the remainder.

- The Province continued to provide community gaming grants to help fund organizations that support public safety, people in need, youth arts and sports, education, and parent and district advisory councils. The Province distributed $135 million for community gaming grants in 2010/11 – $22.4 million more than the previous year. In 2010/11, public safety groups received $6.2 million.

Promoting responsible liquor licensing and gaming, consumer protection and fair business practices

- Amendments to the *Liquor Control and Licensing Act* were made to enhance public safety and streamline regulation of licensed establishments. The amendments enable the Province to: suspend a liquor license for up to 14 days without a hearing where there is a serious risk to public safety; conduct detailed background checks on anyone involved in running a licensed establishment; better control who may obtain a special occasion license and where the event is held, and hold organizations accountable for enforcement penalties, even after the event is over; and, hire underage youth to assess whether licensees or staff serve or sell liquor to minors.[1] Other changes to the Act include: enabling legislation to permit deregulation of trade practice relationships between liquor manufacturers and licensees, and to allow increased financial relationships between liquor manufacturers and licensees; and, allowing all licensees to support and sponsor community activities and events.

- With the British Columbia Lottery Corporation, the Ministry reviewed and updated responsible gambling standards pertaining to the advertising of gambling products and venues. The new framework for gambling-related advertising in British Columbia outlines new responsible gambling messaging requirements across established mediums and emergent social media platforms. This new framework will assist the Province in protecting public interests and, specifically, minors.

Facilitating public sector labour relations that support long-term, sustainable growth and prosperity

- The Public Sector Employers' Council Secretariat worked with other ministries, employer associations and employers to deliver government's public sector labour relations mandate. The effect of the global economy in 2008 had, and continues to have, a significant lagged effect on the provincial economy and government revenue. To preserve key services while remaining competitive, a two-year bargaining mandate of net zero was adopted and is being implemented. As of May 2011, 58 per cent of unionized public sector workers had new collective agreements in place.

- The Secretariat also worked with partners and trustees to the four major public sector pension plans to improve the health of the indexation component of these plans. The future of indexation in the College, Teacher and Public Service pension plans is more secure as a result of the work of plan partners and trustees to adjust plan funding arrangements in a manner that continues to protect basic pension benefits and imposes no additional cost to taxpayers.

- The transparency and scope of annual public sector executive compensation disclosure was further increased. British Columbia is a leader in North America in disclosure of public sector executive compensation, and recent improvements, including implementation of recommendations from the Auditor General of British Columbia, have further strengthened disclosure practices in the province.

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[1] Minors hired for this purpose are under supervision and not allowed to consume alcohol.

Purpose of Ministry

The Ministry of Public Safety and Solicitor General works to maintain and enhance public safety in every community across the province.

The Ministry's portfolio includes:

- Law enforcement;
- Adult custody and community corrections;
- Private security industry;
- Crime prevention and restorative justice;
- Protection of children and vulnerable adults;
- Addressing violence against women;
- Victim services;
- Anti-human-trafficking strategy;
- The BC Coroners Service;
- Fire prevention, life safety and property protection;
- Emergency prevention, preparedness, response and recovery;
- Driver behaviour and road safety;
- Liquor licensing, enforcement and distribution;
- Gaming policy, regulation and enforcement; problem gambling programs; licensing of charitable gaming; and, oversight of horse racing;
- Consumer protection policy, including oversight of the administration of consumer protection legislation by Consumer Protection BC and the Motor Vehicle Sales Authority of British Columbia; and,
- The Public Sector Employers' Council Secretariat, which coordinates the management of labour relations policy and practice in the public sector to foster an efficient and effective workforce. [2]

[2] In October 2010, responsibility for all program areas related to housing, liquor and gaming were transferred to the Minister of Public Safety and Solicitor General from the former Ministry of Housing and Social Development. Subsequently, in March 2011, all areas related to housing were transferred to the Ministry of Energy and Mines (Minister Responsible for Housing). Also at that time, the Minister of Public Safety and Solicitor General gained responsibility for the Public Sector Employers' Council and the British Columbia Pension Corporation.

The Minister of Public Safety and Solicitor General is also responsible for the Insurance Corporation of British Columbia[3], the British Columbia Lottery Corporation[4], the Liquor Distribution Branch[5], the British Columbia Pension Corporation[6] and the Organized Crime Agency of British Columbia.[7]

The Ministry conducts its business in a manner that upholds government's values as identified in the *Province of British Columbia Strategic Plan*. Its stakeholders are the citizens of British Columbia and their representatives at all levels of government, community groups, non-profit societies, schools, service organizations, businesses and industry associations. Key to the Ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

Working in partnership to help British Columbians stay safe

[3] The Insurance Corporation of British Columbia (ICBC) is a provincial Crown corporation that provides universal vehicle insurance to British Columbia motorists. ICBC is also responsible for driver licensing, and vehicle licensing and registration. ICBC's service plans and annual reports are available at: www.icbc.com.

[4] The British Columbia Lottery Corporation (BCLC) is a provincial Crown corporation responsible for conducting, managing and operating lottery, casino, community gaming and eGaming in British Columbia. BCLC's service plans and annual reports are available at: www.bclc.com.

[5] The Liquor Distribution Branch (LDB) regulates the distribution and importation of beverage alcohol, and operates government liquor stores in the province. LDB's service plans and annual reports are available at: www.bcliquorstores.com/corporate-publications.

[6] For information on the British Columbia Pension Corporation: www.pensionsbc.ca.

[7] In 1999, the Organized Crime Agency of British Columbia (OCABC) was developed as an independent Designated Policing and Law Enforcement Unit under the *Police Act*. In 2004, the Combined Forces Special Enforcement Unit-British Columbia (CFSEU-BC) was developed as an initiative to integrate the OCABC, the municipal police departments and the RCMP. In 2009, in consultation with government, the Board and the RCMP, CFSEU-BC continued to evolve, extending units in other areas of the Province, developing new investigative units, and bringing all aspects of provincial resources regarding gangs and organized crime units under CFSEU-BC. The mandate of the unit is to investigate, prosecute, disrupt and suppress criminal organizations, consistent with local, regional, national and international priorities. This is done through specialty units, integrated expertise and specifically directed resources. CFSEU-BC reports to a Board of Governance appointed by the Solicitor General. The Board determines the strategic direction of CFSEU-BC and ensures operational priorities are aligned with the policing priorities for the province. CFSEU-BC operates under the RCMP administrative policies and procedures. OCABC remains a fully seconded workforce within CFSEU-BC. The board members receive no remuneration. More information may be found at: www.cfseu.bc.ca/cms.

Strategic Context

Many external factors and trends challenge the Ministry to continue developing and strengthening innovative strategies to increase public safety and security. Some of these factors and trends are discussed here to provide context regarding the environment in which the Ministry operated in 2010/11.

The prevalence of crime is indicated by police-reported crime rates and self-reported victimization rates.

British Columbia's crime rate has been generally declining since peaking in 1991. Increases were reported for 2002 through 2004; however, since then the crime rate has returned to its downward trend. In 2009, the crime rate in British Columbia was 90.1 offences per 1,000 population, a decrease of six per cent from 2008 and the lowest it has been in three decades.[8] (See also page 20.)

Although not directly comparable to police-reported crime rates, survey-based victimization data indicate that some types of crime may be more frequent in British Columbia than is reported to police.[9] The divergence in crime rates and victimization rates occurs largely in household/property crime. Police-reported property crime rates have been decreasing, whereas household victimization rates increased over the Statistics Canada General Social Survey years of 1999 and 2004, and then decreased again in 2009. While police-reported violent crime rates have been relatively stable in the province, violent victimization rates have fluctuated, showing an increase in 1999, a decrease in 2004, and another increase in 2009.

A multitude of factors affect the prevalence and reporting of crime, including demographics, technological change, influences on police enforcement practices, victims' responses to crime, societal responses to crime, and reporting structures of police services.

Recidivism rates are also linked to the prevalence of crime and provide a litmus test when assessing the overall effectiveness of the justice system in deterring and rehabilitating offenders. The recidivism rate is defined here as the percentage of offenders who return to BC Corrections within two years of their release from custody or commencement and/or continuation of community supervision. For 2010/11, the rate was 29.3 per cent, which indicates the percentage of the 2008/09 cohort who returned to BC Corrections within two years.[10] This compares to

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[8] It is anticipated that 2010 crime rates for British Columbia will be available in August 2011.

[9] Caution should be used when considering the trends in relation to one another. The two data sources collect data from differing populations and on differing crime/victimization types, and report these data using differing scales.

[10] The recidivism rate is based on a two-year follow-up period of all sentenced individuals who are released from custody, begin a community sentence, or are continuing a community sentence in a particular fiscal year. The rate reported for 2010/11, which is current as of May 20, 2011, may increase as

recidivism rates of 31.7 per cent for 2009/10 and 34 per cent for 2008/09. Like crime rates and victimization rates, recidivism rates are affected by a variety of individual and societal factors, while also being influenced by processes and programs within the justice system.

The complexity of crime continues to increase, reflecting rapid and transformative changes in information and communication technology and transportation. Global networks span jurisdictions, creating opportunities for multi-jurisdictional and transnational crimes. For example, the Internet allows criminals with few resources to adopt virtual identities and perpetrate crimes on numerous people in multiple jurisdictions. Law enforcement and legislative responses to new and evolving forms of crime have become equally complex. Police training and techniques are continually adapting to respond more effectively to new forms of crime. More sophisticated responses to complex crime will be required to keep pace with technological innovations that are used for criminal purposes.

Increasing complexity in the legal system, and specifically in the criminal justice system, has also significantly impacted the investigation and prosecution of crime. Court decisions in the areas of disclosure and process have necessitated that police adopt comprehensive procedures for collecting, storing and disclosing evidence during the course of investigations and trials.

Organized crime crosses community, provincial and national boundaries and is expanding into all forms of criminal activity, including illicit drug production and trafficking, precursor chemical smuggling, identity theft, payment card fraud, money laundering, cybercrime and firearms smuggling. Organized crime undermines legitimate economies and market integrity, which affects all British Columbians. More visibly, gang violence has increased, particularly in the Lower Mainland, where incidents of gun violence have demonstrated the willingness of gang and organized crime members to act with impunity to defend drug and other criminal markets.

Trafficking in persons for sexual exploitation and forced labour is a prolific area of international criminal activity and a leading source of profits for organized crime. The United States government estimates that there are approximately 12.3 million adults and children in forced labour, bonded labour and forced prostitution around the world. The prevalence of trafficking victims in the world is estimated to be 1.8 per 1,000 inhabitants.[11]

Human trafficking is estimated to be the third-highest generator of global criminal profits after drugs and arms. Canada is a source, transit and destination country for people trafficked for the purposes of commercial sexual exploitation and forced labour, and Vancouver has been identified as a port of significant concern, as both a destination and a transit point. In addition, some Canadian women and girls, many of them Aboriginal, are trafficked within the country for commercial sexual exploitation.[12] Domestic trafficking in persons parallels international patterns

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more individuals with an offence date that falls within the two-year follow-up period have completed the court process and received a conviction.

[11] US Department of State, *Trafficking in Persons Report*, 2010

[12] US Department of State, *Trafficking in Persons Report*, 2009.

of recruitment, movement, control and exploitation of victims.[13] The RCMP's national assessment and analysis of investigations with human trafficking elements highlights labour trafficking of temporary foreign workers and foreign live-in domestic workers as a significant concern for Canada.[14]

Domestic violence has a significant impact on families and communities. Domestic violence cases are the most common case type received by Crown counsel in British Columbia. In 2008/09, Crown counsel received 10,224 domestic violence cases, or 14 per cent of all cases in the province.[15] In 2007/08, approximately two-thirds of the 11,881 women and 5,416 children admitted to an emergency shelter, safe home, transition home or second stage housing in British Columbia were fleeing an abusive spouse or partner.[16] Between January 2003 and August 2008, there were 73 people in the province killed by a spouse or ex-partner.[17] Family violence victims are the most common type of client served by Victim Services and Violence Against Women programs in British Columbia. Emerging best practices highlight the need for specialized supports and for integrated cross-agency policies as key components of an effective domestic violence response strategy.

Rising Corrections caseloads significantly impact Ministry operations. The current daily adult inmate population in British Columbia is between 2,700 and 2,850, peaking at 3,162 in August 2010. The Province's nine correctional centres are operating at an average of 163 per cent of designed capacity.[18] The increase of adults in custody has been largely driven by growth in the number of people awaiting trial or sentencing. Ten years ago, these remand inmates accounted for one-third of the provincial inmate population; now, they account for one-half. An additional source of unexpected custody population growth was the arrival of over 400 migrants in British Columbia in August 2010.

The number of people under community supervision has increased by 35 per cent, or approximately 6,200 people, since April 2004 and currently stands at about 24,021.[19] The primary resource for managing offenders in the community is Corrections staff, and the 35 per cent increase in clients exceeds staffing resources.

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[13] Criminal Intelligence Service Canada Central Bureau, *Strategic Intelligence Brief*, August 2008.
[14] RCMP, *Project Seclusion – Human Trafficking in Canada*, 2010 unclassified.
[15] Criminal Justice Branch, Ministry of Attorney General, *VAWIR Matters per Accused Person – JUSTIN Data*, 2010.
[16] Statistics Canada, *Residents of Canada's Shelters for Abused Women*, 2008, pages 9 and 14. In 2007/08, approximately one- third of admissions to an emergency shelter, transition home, safe home, or second stage housing in British Columbia were re-admissions.
[17] BC Coroners Service, *Report to the Chief Coroner of British Columbia: Findings and Recommendations of the Domestic Violence Death Review Panel*, 2010, page 3.
[18] Individuals who are remanded into custody or sentenced to a term of two years less a day are incarcerated in these provincial facilities. An offender who receives a jail sentence of two years or more typically remains in a regional correctional centre for up to 21 days before being transferred to a federal penitentiary.
[19] As of May 20, 2011.

Offenders posing a medium or high risk to re-offend make up about 74 per cent of the sentenced community offender population. As the count increases, we are receiving more medium-risk and high-risk offenders – individuals more likely to re-offend and therefore requiring more intense and complex case management – than low-risk offenders who require less supervision.

Managing complex offenders has become more challenging, with a disproportionate number of individuals under Corrections supervision affected by substance abuse, addictions, persistent mental illnesses and/or concurrent disorders. The proportion of violent, high-risk and/or complex offenders has significant resource implications and requires specialized staff training, program development and delivery, security, and custodial and community supervision.

Over-representation of Aboriginal people in the justice system is visible in the correctional system. Aboriginal people comprise just four per cent of British Columbia's population[20], but in 2010/11 they made up 24 per cent of the prison population and 21 per cent of people supervised by Community Corrections. These percentages compare to 21 per cent and 20 per cent respectively reported by the Ministry for 2009/10. The increases are due to an increase in Aboriginal inmates, the inclusion of Metis in the percentages and a restructuring in the self-reporting categories.

Research indicates that Aboriginal offenders are at a higher risk to re-offend and score higher on all needs dimensions, such as substance abuse and unstable employment. Aboriginal people are also more likely to become victims of crime. In a survey conducted by Statistics Canada in 2009, individuals who identified themselves as Aboriginal, age 15 and older, were three times more likely than the non-Aboriginal population to report being a victim of a sexual assault and two times as likely to report being a victim of a violent crime.[21]

The increasing complexity of gaming continues to pose challenges for the Ministry, with gaming integrity remaining a key priority. The introduction of casino-style games offered over the Internet marks a significant milestone in the evolution of the gaming industry, requiring the Ministry to continue to adapt regulatory and enforcement practices as the industry evolves.

The safety of all road users remains a top priority. Motor vehicle collisions continue to be a leading cause of accidental death and serious injury for all age groups. These deaths and injuries create enormous social and financial burdens on society. Increasingly, road crash fatalities and injuries are viewed as a major public health issue where the numbers of people negatively impacted can be significantly reduced through a combination of enforcement programs and policies.

Emergency management requires coordinated prevention/mitigation, preparedness, response and recovery efforts to: minimize loss of life and suffering; protect health, property, infrastructure and the environment; limit economic loss; and, reduce social impacts.

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[20] Statistics Canada, *Census Data*, 2001. This reflects the most recent census data.
[21] Statistics Canada, General Social Survey, 2009.

The number and severity of natural disasters that challenge individuals, communities and all levels of government are increasing due to factors such as climate change, the popularity of backcountry recreational activities and the urbanization of rural areas. These natural disasters can pose significant risks to the continued delivery of programs and services to the public.

Public expectations with respect to the quantity and timeliness of the information provided by emergency management agencies are also increasing.

Public sector labour relations are key to fostering an efficient and effective workforce. The current public sector net zero compensation mandate is a reflection of government fiscal conditions coming out of the recession. Affordability will continue to be a major consideration in the negotiating mandate that will be established for 2012 and beyond.

Pension plans are an important component of compensation for employees, and an important factor in future demands for, and costs of, social programs for seniors. The public sector pension plans are jointly governed by employer and employee partners. They have avoided the crises facing equivalent plans in many other countries through limiting benefits and through sound planning based on conservative assumptions.

Report on Performance

Changes have been made to the Ministry's goals since publication of the *2010 11 – 2012 13 Service Plan*. In part, the changes reflect additions to the Ministry's areas of responsibility, with the Ministry gaining accountability for the Liquor Control and Licensing Branch, the Gaming Policy and Enforcement Branch, and the Public Sector Employers' Council Secretariat. The five goals presented in this section of the report capture all areas of the Ministry's expanded portfolio. With the exception of the last goal, multiple areas of the Ministry's responsibilities are included under each of the goals, reflecting the many linkages among program areas.

Three new objectives have been added – one for each of the Ministry's new areas of responsibility. The remaining objectives have been realigned based on the new goals, but have not otherwise been significantly revised from the objectives included in the *2010 11 – 2012 13 Service Plan*. To avoid duplication, the strategies identified are each presented under only one objective, although many of the strategies in fact support more than one objective and, in some cases, more than one goal.

There are also changes to the performance information included. First, victimization rates are no longer reported as a performance measure because of the infrequency of data availability.[22] Long-term trends in victimization rates continue to be discussed in the Strategic Context section of the report, along with trends in police-reported crime rates (see page 12). Second, a new measure included is the number of impaired driving fatalities per 100,000 population (page 36). This measure has been added because of the Province's strong commitment to reducing motor vehicle fatalities where alcohol and/or drugs are a contributing factor. Third, a gaming policy and service score is included as an indicator of the timeliness of gaming-related service to the public (page 37). Lastly, the compliance rates of liquor licensees are also reported (page 38).

Measuring the performance of public safety, justice and regulatory systems is complex. Long-term outcomes, such as reductions in crime rates or traffic injury and fatality rates, for example, are affected by many factors and are not under the exclusive control of any one program area or ministry. The complex nature of these challenges requires an integrated response from multiple areas and levels of government, as well as from the business sector and community partners.

The measures reported here represent only a few indicators of performance. The degree of influence varies by measure. In some cases, measures indicate specific program results; in other cases, measures may be the result of multiple agencies' efforts as well as external influences. Together, these measures, along with the trends discussed in the Strategic Context section, allow readers of this annual report to gauge progress toward the goals and objectives presented.

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[22] Data on victimization rates are obtained from surveys conducted by Statistics Canada every five years. The last victimization survey was conducted in 2009; it is anticipated that another will not be conducted until 2014.

Performance Plan Summary Table

Goal 1: Support to individuals and communities in British Columbia to prevent crime and reduce the harm caused by it For greater detail see pages 20 to 25	**2010/11 Target**	**2010/11 Actual**
Police-reported crime rate (total *Criminal Code* offences per 1,000 persons)	85.6	2010 DATA AVAILABLE SUMMER/FALL 2011
1.1 Support for community crime prevention and restorative justice programs		
1.2 Effective protective programs for women, children and vulnerable adults		
1.3 Support for reduction of the over-representation of Aboriginal people in the justice system		
1.4 Timely information, assistance and support for victims of crime		
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	150	171 NOT ACHIEVED
1.5 Prevention of trafficking in persons for sexual exploitation and forced labour		
1.6 An effective and professional private security industry		
Goal 2: Integrated and effective responses to crime in British Columbia For greater detail see pages 26 to 31	**2010/11 Target**	**2010/11 Actual**
2.1 Effective, innovative, integrated and accountable law enforcement		
2.2 Strengthened collaboration among justice, health, housing and social service agencies		
2.3 Reduced profit motive behind crime		
2.4 Enhanced supervision and management of offenders based on court orders and risk to re-offend		
2.5 Applied and supported evidence-based case management and program delivery to address factors associated with re-offending		
Percentage of community case management quality assurance activities that meets Community Corrections' policy expectations overall	89%	91% EXCEEDED
Average number of program hours per month available to inmates in custody centres	567	657 EXCEEDED

Goal 3: Safe and sustainable homes, communities and roads for all British Columbians For greater detail see pages 31 to 36	**2010/11 Target**	**2010/11 Actual**
3.1 Promotion of fire prevention, life safety and property protection programs		
3.2 Improved community safety and quality of life through death investigations		
3.3 Enhanced emergency prevention, preparedness, response and recovery		
Percentage of critical Temporary Emergency Assignment Management System (TEAMS) positions filled by qualified government employees	93%	96% EXCEEDED
3.4 Increased road safety		
Number of traffic fatalities per 100,000 population	8.0	8.0 ACHIEVED
Number of traffic injuries per 100,000 population	441.8	456.1 NOT ACHIEVED
Number of impaired driving fatalities per 100,000 population	2.8	2.3 EXCEEDED
Goal 4: Sound regulatory measures to promote responsible liquor licensing and gaming, consumer protection and fair business practices in British Columbia For greater detail see pages 36 to 39	**2010/11 Target**	**2010/11 Actual**
4.1 Comprehensive and responsible gaming regulatory framework and programs		
Gaming policy and enforcement service score	81%	81% ACHIEVED
4.2 Effective licensing and inspection of liquor licensees		
Percentage of inspected/investigated liquor licensees in compliance	95%	95% ACHIEVED
4.3 Straightforward and effective consumer protection regulation		
Goal 5: Public sector labour relations support the Province's goals for long-term, sustainable growth and prosperity For greater detail see page 39	**2010/11 Target**	**2010/11 Actual**
5.1 Effective support of government's management of public sector labour relations and human resource strategies		

Goals, Objectives, Strategies and Performance Results

Goal 1: Support to individuals and communities in British Columbia to prevent crime and reduce the harm caused by it

Performance Measure 1: Police-reported BC crime rates

Performance Measure: Police-reported BC crime rates (*Criminal Code* offences per 1,000 persons)[1]	2008 Actual	2009 Actual	2010 Target	2010 Actual
Violent crime	16.9	16.7	15.9	DATA AVAILABLE SUMMER/FALL 2011
Property crime	60.9	55.3	52.5	DATA AVAILABLE SUMMER/FALL 2011
Other	18.0	18.1	17.2	DATA AVAILABLE SUMMER/FALL 2011
Total	95.8	90.1	85.6	DATA AVAILABLE SUMMER/FALL 2011

Data Source: This information is obtained through the Uniform Crime Reporting Survey (now UCR2). Every police agency across Canada participates in this annual survey which is managed nationally by the Canadian Centre for Justice Statistics (CCJS), a part of Statistics Canada. The data are reported by calendar year. The most recent year for which data are available is 2009.

[1] Changes to the dataset have affected the data presented in this report over previous service plans and annual reports. These CCJS-led changes are borne from the movement from the UCR to the UCR2 Survey. The UCR2 Survey is incident-based and offers information on the nature of criminal incidents, accused persons and victims, surpassing the limited utility of the UCR dataset which provided aggregate crime data regarding crime volumes, clearance, and persons charged. As a result of greater UCR2 reporting by police agencies, the CCJS has made adjustments to the data historically to 1998.

Discussion of Results

The targets established for police-reported crime rates for 2010 were a five per cent decrease from 2009 rates. It is anticipated that 2010 crime rates for British Columbia will be available in late summer or early fall of 2011. New results will be presented in future Ministry service plans and annual reports as data become available.

Long-term trends in police reported crime rates are also discussed in the Strategic Context section of this report, along with trends in self-reported victimization rates (see page 12).

Objective 1.1 Support for community crime prevention and restorative justice programs

Strategies

- The Ministry continued to work with government and community partners to implement crime prevention strategies to address issues such as youth gang violence and sexual exploitation, and to support community-based crime prevention and restorative justice initiatives.
- Support of Crime Stoppers, a toll-free tip line and secure, online tip-taking program, allows citizens to anonymously report information about a crime or potential crime to the police without fear of reprisal.
- The Ministry also continued to support the Youth Against Violence Line, a toll-free, multilingual phone line and e-mail service, available 24 hours a day, seven days a week, for youth to report crime or seek help from local police and service providers.

Objective 1.2 Effective protective programs for women, children and vulnerable adults

Strategies

- The Ministry maintained the Protection Order Registry, a confidential database containing all civil and criminal protection orders issued in British Columbia. The intent of the registry is to help reduce violence against women and vulnerable adults, youth and children through support of the enforcement of protection orders.
- Under the *Criminal Records Review Act*, anyone who works with children or who has unsupervised access to children must submit to a criminal record check. The Criminal Record Review Program protects children from individuals whose criminal record indicates they pose a risk of committing physical or sexual abuse. Following 2009 amendments to the Act, the Ministry expanded this program to include those who work with vulnerable adults, including seniors and individuals with physical, mental or developmental disabilities, in order to protect them from physical, sexual and financial abuse.
- The Ministry provided protective measures, such as home alarms and relocation expenses, through the Crime Victim Assistance Program to address the safety concerns of victims of domestic violence and to prevent further abuse.
- Support for the Provincial Protective Measures Unit continued, providing specialized assistance to victims at risk of serious injury or death as a result of domestic violence.
- The Ministry also continued to support integrated Domestic Violence Units and Elder Abuse Units, which are partnerships between Victim Services, police and other service providers to

ensure rapid follow-up on high-risk domestic violence cases reported to police and to support older, vulnerable adults.

Objective 1.3 Support for reduction of the over-representation of Aboriginal people in the justice system

Strategies

- The Ministry worked with other ministries, Aboriginal agencies and community representatives to address the root causes underlying the incidence of criminal behaviour and victimization within Aboriginal populations, to engage communities in the management of offenders, and to promote community healing.
- A range of services, from court diversion to the re-integration of offenders back into the community, were provided by 36 Aboriginal Justice Programs operating across the province. Of these programs, six are funded solely by the Ministry and 30 are jointly funded with the federal Department of Justice.
- Substance Abuse Management and Respectful Relationship Programs were jointly delivered by Aboriginal service providers and probation officers in eight British Columbia communities. The communities receive ongoing training in case management and program delivery.
- Aboriginal service providers in all provincial custody centres provided spiritual leadership, counselling and cultural programming, and maintained contacts with Aboriginal communities to facilitate the re-integration of Aboriginal offenders.
- The Aboriginal Courtworker Program has been operating in the province for 37 years to provide services for Aboriginal people who come into contact with the court system. Jointly funded with the Department of Justice, the program operates in 28 communities and covers 74 per cent of the courts, including Vancouver's Downtown Community Court.
- The Ministry funded programs that are specifically designed to serve Aboriginal victims of violence, in addition to programs that serve areas with large Aboriginal populations, reserves and/or specific First Nations. Programs include Victim Services Programs, Stopping the Violence Counselling Programs, Children Who Witness Abuse Programs, and Outreach Services for women fleeing violence.

Objective 1.4 Timely information, assistance and support for victims of crime

Strategies

- The Ministry continued to support VictimLink BC, a toll-free helpline that provides crisis support to victims of family and sexual violence, and provides information, referrals and

assistance to victims of all crimes. Service is provided in 110 languages, including 17 North American Aboriginal languages, and is available all hours, seven days a week.

- Police-based and community-based victim service programs offered information, referrals, practical support, court accompaniment and other services to victims of crime and their families.
- The Ministry provided funding and support to outreach and multicultural outreach programs.
- The Ministry also provided funding for programs that support women and children who are dealing with violence – including victim service programs, counselling and support for women who are fleeing violence, and programs for children who witness abuse.
- Eligible victims of violent crime and their family members were provided with financial assistance and other benefits through the Crime Victim Assistance Program.
- Through the Victim Safety Unit, victims of crime were offered access to information about the accused or offender in their case, including whether the person is incarcerated, when they may be released, and what conditions they must follow in the community.
- The Victim Court Support Program continued to operate in Port Coquitlam and Surrey and in Vancouver's Downtown Community Court. This initiative assists victims of crime to understand and participate in the justice process through information, court accompaniment, and referrals to other justice and community services.
- Collaboration continued with community service organizations and all levels of government through the Office to Combat Trafficking in Persons, with the goal of ensuring that trafficked persons in British Columbia are provided with the supports and services required for their protection, to aid their recovery and to reduce their risk of being re-trafficked.
- Service networks for trafficked persons were further developed outside of the Lower Mainland (Vancouver Island, Interior and North), as were protocols with key partners (RCMP, municipal police and others) to better coordinate services.

Performance Measure 2: Timeliness of victim financial assistance claim adjudication

Performance Measure	2008/09 Actual	2009/10 Actual[1]	2010/11 Target	2010/11 Actual
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	159	229	150	171 NOT ACHIEVED

Data Source: Results for this measure are derived from the Electronic Victim Information System and manual records, taking into account the dates claims were received and the dates they were completed, and the cases that remain outstanding.

[1] The result of 229 days for 2009/10 was higher than anticipated because there was a four-month period during the year when hiring processes resulted in the program operating with a 20 per cent reduction in the number of adjudicators.

Discussion of Results

This measure indicates the level of client service and system efficiency in administering the *Crime Victim Assistance Act*. The Crime Victim Assistance Program provides victims and others impacted by violent crime with access to financial assistance and other benefits to assist in reducing the impact of crime.

To determine claimants' eligibility for benefits, the Crime Victim Assistance Program must obtain supporting information from third parties, such as police and medical professionals. This reliance on third parties to provide information resulted in the majority of claims generally being adjudicated within approximately five to six months, with urgent cases requiring immediate assistance being expedited. The amount of time to adjudicate claims was approximately 171 days in 2010/11 (21 days over target).

In 2010/11, there was an 11.5 per cent increase (370) in applications to the program over the number received in 2009/10, bringing the total to 3,586 and placing an additional burden on the program. A review of the program's administrative practices will be initiated in 2011/12 as a step toward further streamlining processes.

Objective 1.5 Prevention of trafficking in persons for sexual exploitation and forced labour

Strategies

- The Office to Combat Trafficking in Persons partnered with the federal government to develop Canada's first comprehensive anti-human-trafficking curriculum. Designed for open access e-delivery, the material is presented in four modules that cover: the definitions and scope of human trafficking in Canada and on a global scale; the legal framework relating to human trafficking in Canada; information on how to identify a trafficked person; and, information on supporting and providing services to trafficked persons. (See also page 6.)

- Collaboration with Aboriginal organizations, relevant provincial ministries, the BC Teachers' Federation and others was furthered to inform teachers and youth of the dangers and indicators of trafficking.
- Work continued to strengthen the ability to identify trafficked persons through training programs for law enforcement agencies, immigration and border officials, Citizenship and Immigration Canada, and Crown counsel.
- The Ministry also worked with Canada Border Services Agency, Citizenship and Immigration Canada, provincial law enforcement agencies, Crown counsel and Victim Services to contribute to the successful prosecution of traffickers.
- Aboriginal, domestic and international anti-human-trafficking strategies were further developed to combat all forms of human trafficking in British Columbia.

Objective 1.6 An effective and professional private security industry

Strategies

- The Ministry continued to build and maintain legislative and regulatory support for all private security industry stakeholders to ensure they obtain the level of service required to fulfil their various mandates.
- It was also ensured that training requirements for the private security industry remain current and appropriate.
- An effective compliance and enforcement strategy made certain that only qualified security workers, who have undergone the requisite background checks, training and licensing, provide security services in British Columbia.
- All complaints were recorded and investigated in a timely manner, appropriate action was taken to address complaints, and regular updates and conclusion reports were provided to complainants.

Goal 2 Integrated and effective responses to crime in British Columbia

Objective 2.1 Effective, innovative, integrated and accountable law enforcement

Strategies

- The Ministry continued to combat gang and gun crime through a robust strategy that includes enhanced criminal justice capacity, new laws and prevention support.
- Intelligence-led, evidence-based policing combines research on effective crime reduction strategies with using timely and accurate data to analyze crime problems, and deploying resources efficiently to prevent and reduce crime.
- New *BC Provincial Policing Standards* are being developed relating to conducted energy weapons in response to Justice Braidwood's report, *Restoring Public Confidence – Restricting the Use of Conducted Energy Weapons* in British Columbia.[23] New standards are also being developed governing video surveillance in police buildings, the use of force by police, and recruit and advanced police training. The Ministry will continue to create new standards to address other aspects of policing and law enforcement in the province.
- The Ministry developed provincial training for police in the use of conducted energy weapons. This training will help to ensure that when conducted energy weapons are used in British Columbia, they are used appropriately and consistently throughout the province. The training was piloted in May 2011 and will be available to all police in British Columbia beginning in July 2011.
- The Province committed to creating a civilian-led Independent Investigations Office to fulfil a key recommendation of Justice Thomas Braidwood in his June 2010 report, *Why? The Robert Dziekanski Tragedy*. (See also page 7.)

Policing in British Columbia

Residents of British Columbia receive police services from: an RCMP provincial force; 61 RCMP municipal forces; 11 independent municipal police departments; one First Nations administered force; the RCMP federal force; Municipal, Provincial and Federal Integrated Teams; the Combined Forces Special Enforcement Unit; and, the Canadian National and Canadian Pacific Railway Police. The South Coast British Columbia Transportation Authority Police Service is a designated police unit in the Lower Mainland, and there are also enhanced police services at the Vancouver and Victoria International Airports. To learn more: visit: www.pssg.gov.bc.ca police_services.

[23] Reports of the Braidwood Commissions of Inquiry are at: www.braidwoodinquiry.ca.

- Responses to the cross-jurisdictional, cross-border nature of organized crime were strengthened through integrating specialized and capital-intensive police services.
- The Ministry continued to work with police agencies and municipalities to ensure that appropriate infrastructures are in place so that police have the most modern technologies available to combat crime.

Objective 2.2 Strengthened collaboration among justice, health, housing and social service agencies

Strategies

- The Domestic Violence Action Plan was created and implemented to help first responders, support workers, the courts and communities to deal more effectively with domestic violence. (See also page 6.)
- Partnerships were strengthened among BC Corrections and other ministry agencies and community resources to enhance delivery of services, such as mental health, addictions, housing and employment services, targeting individuals demonstrating high needs and utilizing services from multiple providers.
- Work continued with justice partners and other stakeholders to develop a holistic approach to reducing crime by applying integrated approaches to breaking the cycle of crime. Key initiatives include:

— **Prolific Offender Management Project**: Enforcement agencies (police, BC Corrections and Crown counsel) continue to pilot and evaluate best practices in targeting prolific offenders to reduce their criminal behaviour through an integrated approach, including increased enforcement, providing better information to the courts and enhanced support. The project includes a range of health and social service partners in six pilot communities.

— **Downtown Community Court -** Downtown Community Court has been serving Vancouver's downtown since the fall of 2008. This innovative court takes a problem-solving approach to crime by holding offenders accountable while helping them get timely access to social and health services. The court has connected many offenders to services in the community, including shelter and other housing, income assistance, and health and other social services. The court's integrated approach also allows for timelier and better information about offenders' history and circumstances to be presented in court; this is anticipated to allow for court cases to proceed more quickly and for sentences to help manage offenders effectively. The court has been building relationships with the business community, residents and service providers. Ultimately, the court aims to reduce recidivism and improve public safety. Evaluation of the court is currently underway. Thus far, the court shows a high level of integration of services, which has enabled agencies to work together to support victims and offenders. The final evaluation is planned for 2012 when the court will have operated long enough to demonstrate reliable results.

— **Drug Treatment Court of Vancouver**: This court was created as a response to the particular needs of substance-dependent offenders and drug-related offences in Vancouver's Downtown Eastside. The addicted population of the Downtown Eastside is recognized as facing a variety of health and social challenges, including chronic and acute illnesses, as well as unstable employment and housing. The Drug Treatment Court is envisioned as a means of directing motivated drug-dependent individuals into a structured, health-enhancing treatment program as an alternative to the existing administration of justice. The Ministry is collaborating with Simon Fraser University to conduct an evaluation to measure the success of the initiative in meeting its objectives.

— **Vancouver Intensive Supervision Unit**: This is a specialized supervision team comprised of probation officers and mental health professionals that provides intensive interventions in Vancouver's Downtown Eastside to reduce hospital and jail admissions.

— **Bail Reform Project**: This project was launched in 2008 in three communities in the Peace District, and in Surrey and Delta in 2009, to better inform decisions regarding bail, provide earlier access to counsel to expedite hearings, and facilitate the use of video conferencing to avoid transporting accused for hearings. An evaluation showed a reduction in prisoner transports, and highlighted the effectiveness and efficiency of video-conferencing technology. The project continues to operate in the pilot communities. Applying lessons learned from the project, opportunities for solicitor-client interviews by video-conferencing technology are being expanded.

— **Adult Alternative Measures Pilot Project**: In 2010/11, the Corrections Branch partnered with the Criminal Justice Branch of the Ministry of Attorney General in a pilot project in which Corrections staff perform a risk assessment of accused persons for use by Crown counsel in considering candidates for alternative measures. The goal is to assist Crown prosecutors in their principled exercise of discretion on when to use alternative measures, and to ensure the most effective use of criminal justice resources. Central to the pilot is protecting the public, having the accused person accept responsibility for his or her actions and achieving with alternative measures the most important objectives of the court system.

Objective 2.3 Reduced profit motive behind crime

Strategies

- The Ministry continued to recover profits from illicit activities through civil forfeiture. These recovered profits have grown from $600,000 annually in 2006 to more than $4 million in 2010. Recovery of these proceeds from the criminal economy adversely impacts and deters criminal enterprises – in particular, organized crime – by targeting the economic drivers of crime. Proceeds recovered under the *Civil Forfeiture Act* are used to fund the Civil Forfeiture Office, further enhancing the Office's capabilities. Excess forfeitures may be used to compensate eligible victims, fund crime prevention activities and remedy the effects of crime.

- The strong collaborative working relationships between the Civil Forfeiture Office and law enforcement agencies in Canada and the United States were further strengthened to increase the rate at which criminal proceeds are recovered.

Objective 2.4 Enhanced supervision and management of offenders based on court orders and risk to re-offend

Strategies

- To expand jail capacity across the province in response to the increased inmate population, $185 million in capital is being invested between 2008/09 and 2013/14. (See also page 42.) In the interim, a way of responding to the increased number of adults in custody has been to double-bunk inmates.

Correctional Facilities in British Columbia

The Ministry operates nine correctional centres – two on Vancouver Island, two in Greater Vancouver, three in the Fraser Valley, one in the Interior and one in the North. The Ministry also operates over 50 community corrections offices that provide service to more than 400 communities across the province. To learn more, visit: www.pssg.gov.bc.ca/corrections.

- Risk/needs assessments were applied to sentenced offenders supervised in the community to provide information regarding their rehabilitative needs and their risk to re-offend. The Ministry is planning to expand the application of risk/needs assessments to offenders in custody.

Objective 2.5 Applied and supported evidence-based case management and program delivery to address factors associated with re-offending

Strategies

- The Ministry applied evidence-based community case management and engaged in ongoing quality assurance activities, ensuring adherence to the principles of risk, need and responsivity.[24]
- Correctional programs were provided that are responsive to the needs of distinct offender groups, focusing interventions on offenders most likely to re-offend, and addressing factors known to contribute to re-offending.

[24] For more information on the risk-need-responsivity model for offender assessment and rehabilitation, see: www.publicsafety.gc.ca/res/cor/rep/risk_need_200706-eng.aspx.

- Correctional programs continued to be developed to increase essential skills, such as life skills, literacy and employability, and inmate access to programming in custody centres continued to be expanded.
- The application of case management and programming is guided by the risks and needs posed by Community Corrections clients. The higher the risk, the more intensive the case management and programming.
- Case management skills were further enhanced and specialized through work on various initiatives and pilot projects, such as Integrated Offender Management and Prolific Offender Management. A number of initiatives, such as the Strategic Training Initiative in Community Supervision, Domestic Violence Maintenance, and Community Programs for Women, await resources that would permit the Ministry to achieve greater community safety.
- Partnerships were further strengthened with social, health and justice agencies to deliver integrated services that provide basic living essentials to higher-need offenders, with the aim of reducing re-offending.

Performance Measure 3: Quality of community case management

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Percentage of community case management quality assurance activities that meets Community Corrections' policy expectations overall	DATA NOT AVAILABLE	88%[1]	89%[2]	91% EXCEEDED

Data Source: Results for this measure are derived from the Corrections operating system. Quality assurance activities include the reviews completed by local managers of probation officers' work in the program areas of Alternative Measures, Bail Supervision, Core Facilitation, Interviewing, Conditional Sentence Order Calculation, Pre-Sentence and Community Assessment Reports, and Risk/Needs Case Management.

[1] This percentage is based on partial year data as data collection for the measure began in September 2009.

[2] The target has been revised from the target of 84 per cent included in the Ministry's *2010/11 – 2012/13 Service Plan*. The original target was based on a forecast of 83 per cent for 2009/10.

Discussion of Results

This measure is an indicator of the effectiveness of steps taken to ensure high-quality and resource-effective case management. Local managers assess a sample of the case management work of probation officers with offenders to determine whether casework meets Community Corrections' policy expectations. This is the integral first step in breaking the cycle of behaviour linked to offending and reducing recidivism. It is critical for probation officers to work with offenders to address factors associated with re-offending behaviour.

In response to the continuingly increasing client count in Community Corrections, workload reduction strategies have been implemented. This allowed Probation officers to focus on quality of service and provided results that exceeded the target established for this measure for 2010/11.

Performance Measure 4: Availability of correctional programs

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Average number of program hours per month available to inmates in custody centres	DATA NOT AVAILABLE	540	567	657 EXCEEDED

Data Source: Results for this measure are derived from the Corrections operating system. Programs included for male offenders are Substance Abuse, Violence Prevention, and Respectful Relationships. Programs included for female offenders are Substance Abuse, Emotions Management, and Relationship Skills. Multiple programs may run at the same time.

Discussion of Results

This measure indicates the level of access inmates have to the correctional programming linked to behavioural change that is provided in correctional centres across the province.

Accepting the premise that inmates who complete correctional programming are less likely to re-offend, the ultimate long-term outcome associated with this measure is reduced recidivism. Trends in recidivism rates are discussed in the Strategic Context section of this report (see pages 12 and 13).

BC Corrections continues to make significant efforts to raise the profile and highlight the benefits of engaging inmates with programs. This, combined with an increase in the integrity of data entry, stability in program staff, and ongoing support to program staff champions, builds a team environment that encourages staff and inmate engagement.

Goal 3: Safe and sustainable homes, communities and roads for all British Columbians

Objective 3.1 Promotion of fire prevention, life safety and property protection programs

Strategies

- Relationships were further strengthened among the Office of the Fire Commissioner, partner agencies and stakeholder groups, and the support provided to fire departments, local governments and the public continued to be enhanced to ensure effective fire safety and prevention.
- The Ministry worked with the Ministry of Forests, Lands and Natural Resource Operations and the Union of British Columbia Municipalities to provide structure protection during the wildfire season, primarily in regions of the province with no local authority fire departments.
- Funding was provided through the Flood Protection Program for projects to reduce flood hazards in British Columbia, including both structural enhancements and gravel removal. (See also page 8.)

Objective 3.2 Improved community safety and quality of life through death investigations

Strategies

- The BC Coroners Service continued to build on its use of investigative protocols, advanced technology and statistical surveillance measures to inform recommendations, research and public safety bulletins.
- The BC Coroners Service's Child Death Review Unit continued to review the deaths of all children age 18 and under in British Columbia. The intent is to better understand how and why children die, and to use review findings to prevent other deaths and improve the health, safety and well-being of all children in the province.
- The Identification and Disaster Response Unit of the BC Coroners Service continued to expand its expertise and innovative applications to provide information and reassurance to families and communities regarding how and when death occurred.
- The BC Coroners Service utilized its ability to convene Death Review Panels to bring together subject-matter experts to review deaths of increasing concern in the province: deaths due to domestic violence and deaths related to motorcycles. Deaths in these categories were reviewed by respective expert panel members, resulting in 28 recommendations to a number of ministries and agencies aimed at preventing similar deaths in the future.

Objective 3.3 Enhanced emergency prevention, preparedness, response and recovery

Strategies

- The Ministry continued to work with and assist emergency management stakeholders, such as local governments, First Nations, federal departments, industry and volunteers, to support the emergency management pillars of prevention/mitigation, preparedness, response and recovery.
- Inter-agency conference calls were coordinated throughout

Public Safety Lifeline Volunteers

About 13,000 people across the province volunteer their time and expertise in preparing for and responding to emergency situations. Registered volunteers participate in Search and Rescue, Emergency Social Services, Emergency Radio Communications, Provincial Emergency Program Air Search and Rescue, BC Road Rescue Service, and General Services. For more information, visit: www.pep.bc.ca/volunteer/volunteer.html.

British Columbia, in advance of recognized seasonal hazards (freshet flooding in spring, wildfire in summer, severe weather in fall/winter), to maximize preparedness and promote integrated response activities.

- The creation and review of multi-agency emergency management plans was supported as required to ensure that effective strategies are in place to address many types of emergencies and disasters. These plans foster cooperation among multiple organizations and focus on public safety, human consequence management, infrastructure and property protection, and managing the aftermath of events.
- The Province's ability to recover funding from the federal Disaster Financial Assistance Arrangement Program was maximized through claims for all eligible events.
- Support and coordination of all ministries' and selected agencies' business continuity planning was provided to ensure that government's essential services are maintained during business disruptions.
- The Province is expanding its use of mechanisms such as social media tools to ensure that the public receive the emergency event information they need, when they need it.

Performance Measure 5: TEAMS positions filled

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Percentage of critical Temporary Emergency Assignment Management System (TEAMS) positions filled by qualified government employees	DATA NOT AVAILABLE	91%	93%	96% EXCEEDED

Data Source: Results for this measure are derived from records kept by the Ministry during training and operational deployments.

Discussion of Results

The Temporary Emergency Assignment Management System is a staffing strategy that maintains a resource pool of provincial government employees from across all ministries who, through formalized training and on-site mentoring, have achieved a high level of emergency management expertise and experience. Members fill key British Columbia Emergency Response Management System functional roles within any of the six Provincial Regional Emergency Operations Centres, and/or the Provincial Emergency Coordination Centre, when they are activated in support of local communities responding to an emergency or disaster.

To be qualified, members must have developed and maintained their skills by participating in either an exercise or an actual field deployment situation in the prior 12 months. They must also be registered with the program and available for rapid deployment.

The Ministry tracks the number of members registered with the program as well as the average number of training and operational (deployed) days per member as an indicator of the readiness of the provincial emergency management structure. The number of qualified members currently

required for a full provincial complement is 120. In 2010/11, 96 per cent of those positions were filled.

Objective 3.4 Increased road safety

Strategies

- Strengthened sanctions for impaired driving were brought into force to reduce the prevalence of drinking and driving and decrease the number of impaired driving injuries and fatalities in the province. These efforts are in addition to other initiatives to remove drinking drivers from the roads, such as the Ignition Interlock Program.
- Work progressed to: develop and implement specific interventions, such as prohibitions and remedial programs, which focus on high-risk drivers; implement a new approach to driver medical fitness that focuses on how specific medical conditions affect driving; and implement helmet legislation for motorcyclists.
- Targeted, data-driven, intelligence-led enforcement was used to identify and apprehend dangerous drivers through the Enhanced Traffic Enforcement Initiative, which brings together RCMP and independent municipal police officers in Integrated Road Safety Units. Independent municipal police departments also continued to receive Ministry support for CounterAttack campaigns to combat impaired driving.
- Under new legislation aimed at reducing unsafe and distracted driving, police issued over 43,400 violation tickets to drivers caught using hand-held electronic devices such as cell phones.
- The Ministry continued to build on the success of the Integrated Municipal Provincial Auto Crime Team, Bait Cars, Traffic Safety Helicopters and the Automated Licence Plate Recognition Program, which maximizes officer efficiency and safety by scanning licence plates to detect unlicensed, uninsured and prohibited drivers, as well as stolen vehicles.
- British Columbia's Intersection Safety Camera Program underwent a $25 million upgrade, including installation of digital cameras at 140 high-risk sites, enabling targeted enforcement at high-risk sites during periods when risk is greatest. Remote data transmission and back-end automation has reduced the time from running a red light to receiving a violation ticket from five weeks to five days. (See also page 8.)
- The Vehicle Impoundment Program was expanded to include seven-day impoundments for the vehicles of drivers caught excessively speeding, street racing or stunt driving.

Performance Measures 6 and 7: Traffic fatality and injury rates

Performance Measure	2008 Actual	2009 Actual	2010 Target	2010 Actual[1]
Number of traffic fatalities per 100,000 population	8.1	8.3[2]	8.0	8.0 ACHIEVED
Number of traffic injuries per 100,000 population	501.1[3]	455.5[4]	441.8[5]	456.1 NOT ACHIEVED

Data Source: Data for these measures are collected from police-attended collisions involving injuries and/or fatalities. Collision data are collected by police and individual reports may be subject to error. Collisions involving only property damage and collisions unattended by police are not included. As policing priorities do not allow officers to attend all collisions, it is estimated that police reports may not include up to 20 per cent of injuries. These data are reported by calendar year.

[1] The rates for 2010 are preliminary only until the various data sources (police, ICBC, the BC Coroners Service and Statistics Canada) have been fully reconciled and final rates approved.

[2] This rate has been revised from the 8.2 previously reported.

[3] This rate has been revised from the 502.5 previously reported.

[4] This rate has been revised from the 514.9 previously reported.

[5] The target for 2010 has been revised from the target of 499.5 previously reported. The former target of 499.5 had been based on the preliminary result of 514.9 for 2009. The new revised target represents a three per cent reduction from the revised 2009 actual.

Discussion of Results

For these measures, the Ministry targets annual reductions of three per cent in the numbers of traffic fatalities and injuries in the province. Preliminary results indicate that the 2010 targeted reduction in traffic fatalities was achieved, but the targeted reduction in traffic injuries was not achieved.

As the rates are affected by random variations from year to year, trends are most meaningful when considered over the long term. The influence of factors external to government programs must also be taken into account. Despite these considerations, reductions in fatalities and injuries over the long term remain the best indicators of road safety improvements.

The Ministry continues to work with all key partners and stakeholders in the development and implementation of road safety policies and initiatives.

Performance Measure 8: Impaired driving fatality rates

Performance Measure	2005-2009 Baseline	2008 Actual	2009 Actual	2010 Target	2010 Actual[1]
Number of impaired driving fatalities per 100,000 population	2.9[2]	2.6	2.3	2.8[3]	2.3 EXCEEDED

Data Source: Results for this measure are derived from police-reported data in the Traffic Accident System. Results include only motor vehicle fatalities were alcohol and/or drugs were a contributing factor.

[1] The rate for 2010 is preliminary only until the various data sources (police, ICBC, the BC Coroners Service and Statistics Canada) have been fully reconciled and final rates are approved. The data are dependent on matching fatalities with human contributing factors. Additional time is therefore needed for finalization of police investigations and/or toxicology tests to determine the involvement of alcohol and/or drugs as contributing factors.

[2] The baseline was calculated from the five-year period from 2005 to 2009. The baseline reported here has been adjusted from the 3.0 previously reported.

[3] The target was established based on the baseline rate for 2005 to 2009.

Discussion of Results

This is a new indicator with the 2010 target based on the Province's commitment to reduce motor vehicle fatalities where alcohol and/or drugs are a contributing factor by 35 per cent by or before the end of 2013.

From 2005 to 2009, an average of 133 people died each year in British Columbia in motor vehicle collisions involving alcohol and/or drugs. This equates to approximately three people every year per 100,000 population. Based on population estimates, if the targets for this measure are met, nearly 90 lives will have been saved in British Columbia by the end of 2013.

Preliminary results for this indicator are encouraging. Given these early results, it appears likely that the Province will reach its goal of a 35 per cent reduction in fatalities related to alcohol and/or drugs in 2013 or before.

Goal 4: Sound regulatory measures to promote responsible liquor licensing and gaming, consumer protection and fair business practices in British Columbia

Objective 4.1 Comprehensive and responsible gaming regulatory framework and programs

Strategies

- The Ministry continued to ensure that all gaming in the province, including gaming conducted over the Internet, is subject to a high level of rigour and scrutiny. In the case of

online gaming, this includes certifying and monitoring the online platform, systems upgrades and all games to ensure that technical standards are met.

- The Ministry also continued to ensure that all companies, people and equipment involved in gaming and horse racing are certified.
- Regular audits were conducted of all commercial gaming venues and all allegations of wrongdoing were investigated to ensure the integrity of gaming and use of proceeds.
- The Ministry regulates and oversees horse racing in the province and supports the industry through the ongoing work of the BC Horse Racing Industry Revitalization Initiative.
- Gaming grants were provided to support social programs, community services, local economic development initiatives, local governments and the horse racing industry.
- The Province's Responsible Gambling Strategy continued to be developed and enhanced for online players and for those who visit traditional gaming facilities.
- The Ministry completed implementation of the recommendations concerning the lottery retail network made by the Office of the Ombudsperson and the independent auditing firm, Deloitte and Touche LLP.

Performance Measure 9: Gaming policy and enforcement service score

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Gaming policy and enforcement service score	DATA NOT AVAILABLE	DATA NOT AVAILABLE	81%	81% ACHIEVED

Data Source: Gaming Policy and Enforcement Branch

Discussion of Results

This is a new measure developed to indicate the ability of the Ministry to meet pre-determined standards of timeliness of gaming-related service to the public.

The score is an average result calculated across the five program areas that have appropriate, measured service standards: audit; licensing and grants; registration; policy; and, problem gambling. Examples of service standards include the percentage of complete applications for lottery retail registration processed within five business days, and the percentage of draft reports of commercial gaming audits issued within 30 days. [25]

[25] A detailed breakdown of the service score will be included in the *Gaming Policy and Enforcement Branch 2011/12 Business Plan*. The business plan will be available in summer 2011 at: www.pssg.gov.bc.ca/gaming/reports.

It is unlikely that a score of 100 per cent will be achieved due to some measures being impacted by factors outside of the Ministry's control, such as an incomplete application for a gaming event license.

Objective 4.2 Effective licensing and inspection of liquor licensees

Strategies

- Resources were targeted on high-risk establishments, and inspections and investigations were focused primarily on service to minors, over-service, overcrowding and illicit alcohol.
- Integrated partnerships continued to be strengthened with stakeholders, such as local government staff and officials, police and industry members.
- The provision of information and educational resources for licensees was expanded to increase voluntary compliance.
- The Ministry continued to ensure that only qualified applicants hold liquor licenses and that the locations of licensed establishments are appropriate.
- Regulations, policies and resources were directed at protecting public safety and public interests.

Performance Measure 10: Liquor licensee compliance rate

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Percentage of inspected/investigated liquor licensees in compliance	95%	94.3%	95%	95% ACHIEVED

Data Source: Liquor Control and Licensing Branch

Discussion of Results

The Ministry tracks the percentage of inspected or investigated liquor licensees who are found to be in compliance with provincial liquor licensing regulations. Over 9,000 inspections are conducted annually of almost 10,000 licensees across all regions of the province. The Ministry focuses resources on high-risk establishments, so some establishments may be visited more than once in a given year, while others may not be visited during that year.

Increased voluntary compliance indicates an increase in licensees' understanding of, and willingness to cooperate with, the liquor regulatory framework. An increase in voluntary compliance in areas such as over-service and prevention of service to minors may also indicate a decrease in liquor misuse and a corresponding increase in public safety.

The Ministry's targeted approach of focusing resources on public safety contraventions and high-risk or problem establishments means there is a greater degree of certainty of enforcement consequences for non-compliant licensees. In the short term, this leads to a higher degree of

voluntary compliance. Over the long term, however, the compliance rate may be seen to decrease due to a focus on high-risk, chronically non-compliant licensees.

Compliance rates have remained constant for the past five years, fluctuating within one per cent above or below the 95 per cent target level.

Objective 4.3 Straightforward and effective consumer protection regulation

Strategies

- The Ministry provided oversight of the administration of consumer protection legislation by Consumer Protection BC and the Motor Vehicle Sales Authority of British Columbia, and continued to work with these agencies to enforce consumer protection legislation and protect consumer interests.
- The Ministry participated with other agencies and jurisdictions on emerging consumer issues, and explored areas requiring new or strengthened consumer protection regulation.

Goal 5: Public sector labour relations support the Province's goals for long-term, sustainable growth and prosperity

Objective 5.1 Effective support of government's management of public sector labour relations and human resource strategies

Strategies

- The Public Sector Employers' Council developed and continues to maintain executive compensation and negotiating frameworks that incorporate government's fiscal, policy and program directions.
- The Public Sector Pensions Framework was established, and work with other plan partners and plan boards was undertaken, toward accomplishing the objectives identified in the framework.
- The quality and reliability of data that support negotiations was enhanced.
- Pension and strategic labour relations capacity in the provincial government was strengthened.

Report on Resources

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance
Operating Expenses ($000)					
Corrections	192,904	0	192,904	191,018	(1,886)
Policing and Community Safety	294,169	0	294,169	291,548	(2,621)
Victim Services and Crime Prevention	41,874	6,100	47,974	47,807	(167)
Emergency Management BC[3]	26,913	0	26,913	26,657	(256)
Gaming Policy and Enforcement	17,657	20,400	38,057	41,371	3,314[4]
Office of the Superintendent of Motor Vehicles	4,708	7,958	12,666	16,759	4,093[5]
Liquor Control and Licensing	1	0	1	1	0
Public Sector Employers' Council Secretariat	16,603	0	16,603	16,451	(152)
Executive and Support Services	12,973	0	12,973	10,826	(2,147)[6]
***Emergency Program Act*[7]**	14,559	35,053	49,612	49,612	0
Statutory Services[8]	14,805	(637)	14,168	13,990	(178)
Adjustment of Prior Year Accrual	0	0	0	(931)	(931)
Total	**637,166**	**68,874**	**706,040**	**705,109**	**(931)**

[1] The amounts in the "Estimated" column correspond to the *Estimates* as presented to the legislative assembly in March 2010 and adjusted for subsequent government reorganizations.
[2] "Other Authorizations" includes $33.821 million from Contingencies (All Ministries) and New Programs and $35.053 million from Statutory Appropriation-within Vote.
[3] Emergency Management BC includes Integrated Planning and Mitigation, the Provincial Emergency Program, the Office of the Fire Commissioner and the BC Coroners Service.
[4] Gaming Policy and Enforcement operating variance is primarily due to spending to stabilize the Horse Racing industry, and for the Responsible Gambling Program.
[5] Office of the Superintendent of Motor Vehicles operating variance is primarily due to support for the Enhanced Drivers Licence Program and preliminary work on the Motorcycle Safety Strategy.
[6] Executive and Support Services operating variance is primarily due to efficiency measures and targeted discretionary expenditure reductions.
[7] The *Emergency Program Act* provides for response to and recovery from emergencies and disasters, and for hazard mitigation initiatives.
[8] Statutory Services includes the following Special Accounts: Civil Forfeiture Account, Corrections Work Program Account, Forfeited Crime Proceeds Fund and Victim Surcharge.

Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Corrections	0	0	0	3,177	3,177[9]
Policing and Community Safety	0	0	0	68	68
Emergency Management BC	0	0	0	2	2
Gaming Policy and Enforcement	0	0	0	483	483
Office of the Superintendent of Motor Vehicles	0	0	0	851	851[10]
Executive and Support Services	6,726	0	6,726	3	(6,723)[11]
Statutory Services	0	0	0	26	26
Total	**6,726**	**0**	**6,726**	**4,610**	**(2,116)**

[9] Corrections capital budget delegation was $4.0 million. The under expenditure was primarily due to delays in the acquisition of equipment for the Alouette Correctional Centre for Women.
[10] The Office of the Superintendent of Motor Vehicles capital budget delegation was $1.5 million. The under expenditure was due to delays developing the Core Operating System.
[11] For the *Estimates*, the Ministry's capital budget was presented in the Executive and Support Services core business. Subsequently, the budget was delegated to other programs within the Ministry.

Major Capital Projects

The Corrections Capital Asset Management Plan (CAMP) Phase 1 is part of a multi-year plan to address significant levels of inmate overcrowding and meet future capacity demands in correctional centres in British Columbia.

CAMP Phase 1 includes a total of $185 million in capital between 2008/09 and 2013/14 for three separate projects. Of these, the building of an addition to the Surrey Pretrial Services Centre will add 216 cells to the current provincial capacity by the fall of 2013. An addition at Prince George Regional Correctional Centre, completed in 2010, added 20 more cells, and an addition at Alouette Correctional Centre for Women, to be completed in 2011, will add 104 more cells; both projects being purpose-built for women. In addition to these major capital projects, BC Corrections responded to government's construction stimulus program with implementation of $38 million in Accelerated Infrastructure Projects that will increase the ability of existing institutions to safely and securely accommodate overcrowding.

Benefits of the projects include: reduced overcrowding; reduced risk of inmate disturbances, staff assaults and liability to lawsuits; and, increased staff safety and ability to meet the needs of inmates and families. Challenges include possible project delays, which could lead to cost escalation and concerns about public safety.

While CAMP Phase 1 will add a total of 340 more cells, the inmate population is projected to continue to increase over the next ten years. The Ministry is currently working towards necessary additional capacity in a proposed CAMP Phase 2. This plan responds to needs associated with the unprecedented growth in Community Corrections' clients. It will also include the development of a 360-cell correctional centre in the Okanagan.

Annual Service Plan Report Appendices

Appendix A: Employer Associations Annual Highlights

Employer associations funded by the Public Sector Employers' Council are the British Columbia Public School Employers' Association (BCPSEA), the Community Social Services Employers' Association (CSSEA), the Health Employers' Association of British Columbia (HEABC), and the Post Secondary Employers' Association (PSEA). The mandates and purposes of these associations are governed by sections 6 and 7 of the *Public Sector Employers Act*.

The BCPSEA is the employers' association and accredited bargaining agent for the province's 60 public boards of education. The BCPSEA has a board of up to 15 members. Nine of these members are school trustees who are elected to the board annually; up to four are appointed by the provincial government; and two non-voting members are appointed, one each, by the British Columbia Association of School Business Officials and the British Columbia School Superintendents Association. More information about the BCPSEA is available at: www.bcpsea.bc.ca.

The CSSEA provides human resources and labour relations expertise to over 200 member social service organizations, ranging in size from under 10 to more than 600 employees and collectively employing more than 15,000 people. In addition, CSSEA provides services to more than 100 associate organizations that do not meet CSSEA criteria for membership but wish to access its human resources and labour relations services on a fee-for-service basis. The Association has a board of up to 11 directors. Up to seven of these directors are appointed by representatives of social service agencies; one is appointed by Community Living British Columbia; and up to three are appointed by the provincial government. For more information on the CSSEA, visit: www.cssea.bc.ca.

The HEABC coordinates the human resource and labour relations interests of more than 270 publicly funded health care employers in British Columbia. HEABC represents non-profit, denominational and proprietary health employers, as well as the province's six health authorities. The HEABC has an 11-person board. Six of its members are appointed from the health authorities; two by the provincial government; and one each from proprietary care providers, affiliated care providers and denominational care providers. For more information on the HEABC, visit: www.heabc.bc.ca.

The PSEA is the employer bargaining agent for all public colleges, most special-purpose teaching universities and the institutes of British Columbia. The PSEA has a 10-person board. Six of its members are elected annually from member employers; two are appointed by the provincial government; and two non-voting members are the Chair and Vice-chair of the PSEA's Standing Committee on Human Resource Practices. More information about the Association can be found at: www.psea.bc.ca.

The following table presents the 2010/11 budgeted and actual expenditures of the four employer associations.

Employer Association Expenditures ($000)	
2010/11 Budget	2010/11 Actual[1]
25,039	23,663

[1] Includes actual spending for the CSSEA, the HEABC and the PSEA. The BCPSEA has a June 30 fiscal year end, so is included as a forecast.

Appendix B: Ministry Contact Information

Enquiry BC refers members of the public to appropriate government offices by transferring calls and forwarding e-mails free of charge. Hours of operation are 7:30 a.m. to 5:00 p.m., Monday to Friday. Email address: EnquiryBC@gov.bc.ca

In Victoria, call: 250-387-6121

In Vancouver, call: 604-660-2421

Elsewhere in British Columbia, call: 1-800-663-7867

Telephone Device for the Deaf (TDD)

In Vancouver, call: 604-775-0303

Elsewhere in British Columbia, call: 1-800-661-8773

Domestic Violence Helpline

1-800-563-0808

Confidential•Free•24 hours/7 days•Multiple Languages

VictimLINK provides help and information for victims of family and sexual violence and all other crimes.

1-800-563-0808

Confidential•Free•24 hours/7 days•Multiple Languages

For assistance with **human trafficking** cases, including emergency services, accessing shelter, interpretation and translation services.

1-888-712-7974

Confidential•Free•24 hours/7 days

Problem Gambling Help Line

1-888-795-6111

24 hours/7 days•For information about services available or to be referred to a counsellor near you

JusticeBC provides online access to more than 300 pages of information about the criminal justice system, as well as links to other resources and services.

www.justicebc.ca

For contact and other information about the program areas of the Ministry of Public Safety and Solicitor General, please visit the following websites.

BC Corrections

- www.pssg.gov.bc.ca/corrections

Emergency Management BC

- BC Coroners Service: www.pssg.gov.bc.ca/coroners
- Office of the Fire Commissioner: www.pssg.gov.bc.ca/firecom
- Provincial Emergency Program: www.pep.bc.ca

Gaming Policy and Enforcement

- www.pssg.gov.bc.ca/gaming

Liquor Control and Licensing

- www.pssg.gov.bc.ca/lclb

Office to Combat Trafficking in Persons

- www.pssg.gov.bc.ca/octip

Policing and Security Programs

- Police Services: www.pssg.gov.bc.ca/police_services
- Security Industry Licensing: www.pssg.gov.bc.ca/securityindustry

Public Sector Employers' Council

- www.pssg.gov.bc.ca/psec

Superintendent of Motor Vehicles

- www.pssg.gov.bc.ca/osmv

Victim Services and Crime Prevention

- Victim Services: www.pssg.gov.bc.ca/victimservices
- Community Safety and Crime Prevention: www.pssg.gov.bc.ca/crimeprevention